



Software

Frequently Asked Questions

A vertical image of a white Ricoh printer is positioned on the left side of the page. The printer has a control panel at the top and several paper trays below. The Ricoh logo is visible on the front of the printer.

Software Frequently Asked Questions

The content of this FAQ covers the following:

- JT Enhance
- Work Flow Enhance
- DS Enhance

JT Enhance

1.) What is JT Enhance?

This is a Windows application that allows a user to send PDF or TIFF files directly to the printer without using a printer driver. The printer can be configured for the particular job by means of an optional Ricoh job ticket, which is sent with the print file to the printer.

2.) When will it be available?

A formal announcement will be made soon as to an official launch date.

3.) How does it print files?

The user first selects whether a Job Ticket is required or not for the files to be selected, then via the normal Windows[®] file browser selects one or more files to be printed.

4.) What file formats are available?

The primary use is to send TIFF and PDF files. However the software allows the user to send PostScript, EPS, ASCII and PCL files in a passthrough mode.

5.) Do I need a driver?

This software does not require the use of a printer driver. All standard printing functionality can be addressed in the job tickets.

6.) What is a job ticket?

A job ticket is a collection of information pertaining to how a particular file should be printed. This information is turned into PJI commands and inserted in the front of the print data stream. A job ticket can be considered to perform the same function as a profile used in the Ricoh DDP Driver. The printer controller uses these commands to configure the printer to perform specific printing functions on the attached document. These functions are such things as duplex, imposition, media selection, stapling, folding, etc.

7.) What printers are supported?

All Ricoh printers including DDP70e, DDP92 and DDP 184 printers are supported.

Work Flow Enhance

1.) What is the Work Flow Enhance software?

This is a Windows application that provides job spooling, job archiving and printer status for the DDP printer family.

2.) When will it be available?

A formal announcement will be made soon as to an official launch date.

3.) What spooling functionality does it provide?

The spooler allows for the following job related activities:

- Schedules and Prioritizes Jobs
- Re-print and Archive Jobs
- Load Balance (clustering)
- Printer Substitution and Job Error Recovery.

4.) The server software runs on a Windows 2000/XP system and the clients run on Windows 95/98/NT4/2000/XP, how do I access from my workstation?

The software is accessed in two distinct ways, directly at the server system or via client software installed on workstations. When you need to print a job, you select the print output to go to a Work Flow Enhance print queue. This queue will have been created for the DDP printer on which you want to print. It looks to the application just like a network printer and requires no changes to your normal print operation. The second access mechanism is to check on your job's printing status.

A vertical, white RICOH printer is shown on the left side of the page. It has a control panel at the top with a small display and buttons. The RICOH logo is printed on the front panel. Below the main body, there are several paper trays with handles. The printer is positioned against a white background.

5.) How can a printer operator use the software?

The printer operator can work directly on the server or from the Windows client on the workstation and can manipulate the jobs spooled on the server. The operator logs in on a secure account and can perform the following job-related activities:

- Pausing jobs
- Resuming jobs
- Re-print a job
- Deletion of a job
- Cancellation of changes of the priority of any queued job.
- Job properties assignment for such properties as priority, starting date/time, error handling method.

6.) Does the software allow for load balancing of a job between multiple printers?

Yes, a queue can be configured to load balance across two or more printers. Any job may be “copy split” where each subsequent copy is printed on the next available printer in the cluster.

7.) What happens if a printer becomes disabled?

The software will temporarily remove the printer from the software configuration and redirect all jobs to another printer that has the same characteristics as the disabled printer. If no such printer is available, the queue will be paused and all jobs will remain in the server until the printer is repaired and returned to the Active Status.